CALIFORNIA STATE PERSONNEL BOARD SPECIFICATION
3/1/07
INFORMATION TECHNOLOGY SPECIALIST (SKILLS-BASED)
SERIES SPECIFICATION
(ESTABLISHED)

SCOPE

This series specification describes four levels of a consolidated class concept responsible to develop, deliver, and support information systems and services throughout state government.

Schem Code	Class Code	Class
		ASSISTANT INFORMATION TECHNOLOGY SPECIALIST, (SKILLS-BASED)
		INFORMATION TECHNOLOGY SPECIALIST I, (SKILLS-BASED)
		INFORMATION TECHNOLOGY SPECIALIST II, (SKILLS-BASED)
		INFORMATION TECHNOLOGY SPECIALIST III, (SKILLS-BASED)

DEFINITION OF SERIES

This consolidated class series is defined by fourteen skills-based functional areas (specialty) used to identify the duties and responsibilities performed and requisite knowledge and abilities. Individual position duty statements will reflect the varied work performed in the information technology occupational group. Incumbents may perform work in one specialty area and/or any combination of functional areas of significance to the position.

FUNCTIONAL AREAS:

1. **Client Server Application Development (CSAD)**

   Incumbents in this functional area use software tools and/or programming languages to produce and implement properly engineered and tested Client Server software solutions to meet the defined business needs of State departments. The application software components may reside on any Client Server platform and may consist of many interrelated programs spread across multiple platforms.

2. Legacy Application Development (LAD)

Incumbents in this functional area use software tools and/or programming languages to design test, and implement properly engineered legacy software solutions to meet the defined business needs of State departments. The application software components will reside on a mainframe and may consist of many interrelated programs.

3. Web Application Development (WAD)

Incumbents in this functional area use software tools and/or programming languages to produce and implement properly engineered and tested web software solutions to meet the defined business needs of State departments. The application software components may reside on any web platform and may consist of many interrelated programs spread across multiple platforms.

4. Customer Technical Support (CTS)

Incumbents in this functional area serve both internal and external clients and are responsible to troubleshoot, facilitate and provide customer service, carry out hardware and software installation, configuration and upgrades, and perform systems resolution, monitoring and maintenance.

5. Database Administration (DBA)

Incumbents in this functional area plan, design, develop, test, implement, secure, and administer database systems. Database Administration applies to all Database Management Systems (DBMSs) regardless of architecture (relational, hierarchical, object-oriented, etc.). The database(s) may reside on mainframe or mid-range computer(s) or local server(s). At the more advanced levels (ITS III and above), incumbents develop and administer policies and procedures for evaluating, selecting, designing, implementing, administering, and integrating databases and database management systems; provide technical expertise and support for databases that are large, varied, complex, clustered, and/or replicated; and develop strategic and/or tactical IT plans.

6. Data Administration (DA)

Incumbents in this functional area manage organizational data. They develop and maintain data models and data dictionaries; develop plans and policies for conforming systems and applications to the enterprise data model; set policies and standards to ensure data quality, integrity, and security; and develop business-area, process-specific, and application-specific logical data models and data dictionaries.

7. Server and Systems Support (SSS)

Incumbents in this functional area serve both internal and external clients and perform a range of duties related to the evaluation, design, development, testing, and implementation of mainframe, mid-range and PC servers, operating systems and all supporting hardware and

software solutions. Information technology systems supported include: software and hardware infrastructure and/or the connectivity between different platforms that manage IT resources and support the execution of automated applications. Responsibilities may also include the installation, configuration, and maintenance of the operating systems environment, such as systems servers and operating systems software for program applications; and installation, configuration, and administration of back office applications such as electronic mail, document management, VOIP, video conferencing, and other time sensitive data service.

8. Information Systems Security Administration (ISA)

Incumbents in this functional area ensure the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, testing, implementation, maintenance, and enhancements of information security systems and related programs, policies, procedures, and tools. They maintain the security of commercial-off-the-shelf (COTS) and State-developed applications installed on the State's information systems. The software and/or databases being secured may reside on mainframe, mid-range and/or PC servers, personal computers, laptops and/or mobile computing devices, be multi-user, multi-tasking and may consist of many interrelated programs spread across multiple platforms. Incumbents may, in addition to other duties, also oversee the authorization and monitoring of access to any part or the Department's facilities or infrastructure in accordance with established organization policy. Such requirements include the evaluation of information systems to identify risks, investigation of unauthorized access, and the performance of other administrative duties related to security management.

9. Information Technology Business Consultant (ITBC)

Incumbents in this functional area plan and perform analysis of departmental business activities and/or functions and guide the subsequent design and implementation or improvement of new and/or existing information technology-based business systems applications. Business consulting involves understanding the underlying information technology and its application, assessment of the costs and potential benefits of the new approaches considered, and where appropriate, change management and assistance with implementation to determine the most useful business solutions to the department. Incumbents provide expertise and general consultation to both internal and external clients on a wide array of issues related to feasibility analysis, implementation, and evaluation of information technology solutions to business and administrative processes. Specific duties commonly performed by incumbents in this functional area include business requirement and process analysis; specification and evaluation of alternative information technology solutions; systems design, testing, implementation, administration, and evaluation; and State information technology administrative procedures, such as information technology project initiation and configuration management, information technology project management, procurement, budgeting, negotiation, and contract management.

10. Information Technology Project Management (ITPM)

Incumbents in this functional area direct information technology system solution and/or improvement projects for cost, time, scope, risk, and quality. They perform the following general project management duties/tasks to meet project requirements: determine appropriate products or services with clients or customers to define project scope, requirements, and deliverables; develop, modify, or provide input to project plans; implement project plans to meet objectives; coordinate and integrate project activities; manage, lead, or administer project resources; monitor project activities and resources to mitigate risk; implement or maintain quality assurance processes; make improvements, solve problems, or take corrective action when problems arise; give presentations or briefings on all aspects of the project; participate in phase, milestone, and final project reviews; identify project documentation requirements or procedures; and develop and implement product release plan(s).

In addition, information technology project managers are responsible to direct the following additional information-technology related duties/tasks: identify customers' information systems requirements; analyze information systems requirements or environment; design or conduct analytical studies, cost-benefit analyses, or other research; evaluate, monitor, or ensure compliance with applicable laws, regulations, policies, standards, or procedures; purchase or contract for IT services, equipment, products, supplies, property, or other items; integrate information systems subsystems; develop information systems testing strategies, plans, or scenarios; identify standards or requirements for infrastructure configuration or change management; participate in change control (for example, reviewing configuration change requests); develop or implement information systems security plans and procedures; and ensure appropriate product-related training and documentation are developed and made available to customers.

11. IT Technical Document Writer (ITDW)

Incumbents in this functional area serve both internal and external clients and are responsible to create technical manuals, which may include detailed specifications, online help, web content and training materials. The technical documents will be created for systems applications, which may vary in size, platform or complexity. Incumbents will define the audience and purpose of the documents; determine the technical level, tone, and organizational need. Incumbents will also conduct interviews with users and technical experts for input; create the document and design graphics; and choose the document’s delivery method.

12. Network Administration (NET)

Incumbents in this functional area address interoperability issues related to hardware, software, and connectivity of communications such as cable, fiber optics and/or wireless communications. They may be responsible to manage information technology networks such as local area networks (LAN), Wide area networks (WAN), Metropolitan Area Networks (MAN), Intranets, Internets, and Extranets. In addition, incumbents may specialize in areas such as Network Administration, and Systems Network Architecture (SNA), Internal Network Infrastructure, Network Performance, Network Operational and Disaster Recovery,

Multi-protocol wide-area networking, Network Security, Firewalls, Network Management, and Virtual Private Networking (VPN). At the more advanced levels (IST III and above), incumbents develop and administer policies and procedures (including network services) that ensure the department take full advantage of network technologies to enhance the delivery of services in support of mission requirements. They may also lead feasibility studies of new network technology teams, participate in strategic planning activities, contribute to network architecture and topology development, and act as consultants to other information technology personnel in leading an enterprise-level network project, such as establishing connectivity for new mission requirements, new customer organizations, or accommodating changes in legislation.

13. Website Administration and Development (WSAD)

Incumbents in this functional area create departmental websites and portals, implement website design, and manage the web content. Incumbents apply technical knowledge of web technologies including content, format, and information flow. At the more advanced levels (IST III and above), incumbents develop and administer policies and procedures (including security) that promote the management of web resources as a key asset. They also support development teams, participate in strategic planning activities, contribute to architectural development, and act as consultants to other information technology personnel in solving complex enterprise web environment system problems and business re-engineering efforts.

14. Telecommunications (TEL)

Incumbents in this functional area provide expertise and general consultation to both internal and external clients on a wide array of issues related to telecommunications systems. They are responsible to acquire, install, equip, maintain, and operate new or existing business telecommunications systems and services. Incumbents perform the feasibility analysis, implementation, and evaluation of alternative telecommunications solutions; and conduct system design, installation and testing, implementation oversight, and administration activities. They may also be responsible for the initial design and upgrade of telecommunication wiring plans for building or campus area networks, including detailed configuration plans to accommodate facility floor plans, hardware requirements and telecommunication equipment/housing.

DEFINITION OF LEVELS

FUNCTIONAL AREA	CSA 1	LAD 2	WAD 3	CTS 4	DBA 5	DA 6	SSS 7	ISA 8	ITBC 9	ITPM 10	ITDW 11	NA 12	WEB 13	TEL 14
INFORMATION TECHNOLOGY SPECIALIST III (RANGES A, B)	X	X	X	X (Range A only)	X	X	X	X	X	X	X (Range A only)	X	X	X (Range A Only)
INFORMATION TECHNOLOGY SPECIALIST II	X	X	X	X	X	X	X	X	X	X	X	X	X	X
INFORMATION TECHNOLOGY SPECIALIST I	X	X	X	X	X	X	X	X	X	X	X	X	X	X
ASSISTANT INFORMATION TECHNOLOGY SPECIALIST (RANGES A-C)	X	X	X	X		X			X		X	X	X	

GENERAL ALLOCATION CRITERIA FOR THE INFORMATION TECHNOLOGY SPECIALIST SERIES (SPECIFIC CRITERIA ARE AVAILABLE FOR EACH FUNCTIONAL AREA):

ASSISTANT INFORMATION TECHNOLOGY SPECIALIST (SKILLS-BASED) (LEVELS A-C)

This deep class has three alternate ranges, which incorporate (Range A) trainee, Range B (first entry), and Range C (second entry levels). At Range A, responsibilities include application of basic information technology expertise to perform specific tasks under close technical supervision on small projects with unit wide impact. Analysis of work at Range B is expected to show broader knowledge of the work environment, client requirements and expectations. There is less direct review that at Range A, but still not significant breadth in assigned tasks. At Range C there are distinct increases in the scope of work and the effect on products and services. Responsibility is assumed for a definable portion of the project or client services function.

INFORMATION TECHNOLOGY SPECIALIST I (SKILLS-BASED)

The Information Technology Specialist I is both the entry and first journey level concept, depending on the functional area specialty. In addition to familiarity with generally accepted information technology concepts, best practices, methods and principles, it is expected that incumbents will demonstrate proficiency with respect to knowledge of core competencies, and technical competencies within their area of specialization. Tasks are less complex in scope and duration than at higher levels, although incumbents have authority to plan, design, and carry out work independently within a clear framework established by the supervisor. Incumbents use judgment in interpreting and adapting guidelines such as policies, operations manuals, and work directions for applications to specific cases or problems.

INFORMATION TECHNOLOGY SPECIALIST II (SKILLS-BASED)

The Information Technology Specialist II is the full-journey level in this series and incumbents are competent to independently take a leading technical role within their areas of specialization(s). Responsibility is taken for substantial technical decision making related to applying knowledge of business and technical IT competencies. At this level, incumbents plan, design, and carry out programs, studies, or other work independently. Incumbents work effectively with customers and users to ensure all stakeholders are included in the design, implementation, and validation phases of their work. They also show initiative and make time available to ensure technical competencies are kept up-to-date in line with industry developments. The scope and effect of job roles include impacting the work of other experts, development of major aspects of technology projects, programs or missions, or the products and services of substantial numbers of customers.

INFORMATION TECHNOLOGY SPECIALIST III (SKILLS-BASED)

The Information Technology Specialist III is the advanced level in this class series. This class has two alternate ranges, which incorporate the Range A (expert) and Range B (principle) concepts. The primary distinction between ranges is the complexity of the information technology environment supported, the scope and effect of the assignment, and the consequence of error in making decisions or giving advice.

At the Range A level, incumbents utilize both advanced business and technical skills to serve in a lead capacity. They direct the work of assigned staff and/or serve as expert consultants who work independently and deal with the most complex information systems and services environments. Incumbents plan for and direct information technology growth; during the planning stage incumbents perform a key role in strategy and design. Using their extensive knowledge of multiple and/or diverse environments, incumbents have responsibility to develop procedures and policies for analyzing, developing, and implementing the organization's technology design, development, and delivery strategies. This knowledge and sensitivity to the business perspective is used to maximize the use of technology to meet critical departmental mission requirements. Incumbents are required to network and interface effectively with other technical personnel and the organization's management in securing the resources, expertise, and approvals necessary to accomplish work objectives. Supervision given is administrative in nature, and there is a broad scope of professional responsibility. Incumbents at this level are

expected to demonstrate advanced information technology technical skills in their area(s) of specialization and/or advanced project management skills. In their role as project leads they typically make decisions regarding what needs to be done, set timelines and goals for the completion of projects which are essential to the mission of the overall organization, and affect a large number of people on a continuing, long-term basis. Specialists serving as advanced technical experts are required to resolve complex problems related to various facets of technology such as interfaces and connectivity of multiple hardware platforms, operating systems, database management systems, and various other applications.

Incumbents at the Range B (principal) level direct the design, development, and support of extremely complex statewide information technology solutions. The scope and effect of these assignments are so critical that the consequence of error in making decisions or giving advice may have a serious and/or long-term detrimental effect on mission critical aspects of the state's operation. Incumbents at this level contribute to the highest level of technical knowledge, business, and leadership in meeting the State's most critical information technology needs. They also demonstrate the highest level of expertise in their area of specialization, and possess an extensive, global, and up-to-date perspective on evolving industry trends, practices, and standards. Incumbents play a major role in the development and interpretation of guidelines that are used to formulate business-related technology across the state. They make decisions or recommendations to establish state or department-wide standards, policies, and practices for their area of specialty, which may include requirement analysis, reusability of systems and/or components, and performance metrics. Incumbents consult with and advise top-level management. They are recognized as experts in the IT industry in their area of specialty and as such, have authority to initiate and influence key decisions, and obtain important resources. Incumbents functioning as program or project leads apply superior leadership skills to direct large project development teams and negotiate and interact with consultants. Incumbents use their broad understanding of the business and organization structure to predict and manage time, cost and capital expenditures related to these projects.

MINIMUM QUALIFICATIONS

ALL LEVELS

Unless otherwise stated, experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to other patterns to meet the total experience requirement.

ASSISTANT INFORMATION TECHNOLOGY SPECIALIST (SKILLS-BASED)

Either I
One year of experience in the California state service performing duties comparable to an Information Technology Technician I (Skills-Based), Range C.

Or II

One year of experience in the California state service performing duties comparable to an Information Technology Technician I (Skills-Based), Range B.

And
Successful completion of six semester units or nine quarter units in computer science or information technology provided by either a recognized college or university, a State agency, or equivalent academic training provided from an accredited institution recognized by the Accrediting Council for Independent Colleges and Schools (ACICS) or the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with other patterns to meet minimum qualifications.) Six months of additional experience may be substituted for the required education.

Or III
One year of progressively responsible analytical experience in performing a variety of information technology systems tasks related to the following the skills-based functional areas: client-server application development; legacy application development; web application development; customer technical support; data administration; information technology business consultant; information technology document writer, network administration; website development and administration; or telecommunications. Experience performing analytical duties in the functional areas listed above while enrolled as a student at a college may be applied toward meeting this requirement.

And
Successful completion of six semester units or nine quarter units in computer science or information technology provided by either a recognized college or university, a State agency, or equivalent academic training provided from an accredited institution recognized by the Accrediting Council for Independent Colleges and Schools (ACICS) or the Accrediting Commission of Career Schools and Colleges of Technology (ACCSCT). The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with other patterns to meet minimum qualifications.) Six months of additional experience may be substituted for the required education.

Or IV
Completion of at least 60 semester or 90 quarter units at a recognized college or university, of which 12 semester or 18 quarter units are comprised of information technology-related coursework provided by either a recognized college or university, a State agency, or equivalent academic training provided from an accredited institution recognized by the ACICS or the ACCSCT. The ACICS or ACCSCT must cite the institution as being accredited for the relevant program being considered for qualification. (Partial completion of the requirement may not be combined with the other patterns to meet minimum qualifications.)

INFORMATION TECHNOLOGY SPECIALIST I (SKILLS-BASED)

Either I
One year of experience in the California state service performing duties comparable to an Assistant Information Technology Specialist (Skills-Based), Range C; or Information Technology Technician II (Skills-Based), Range B.

Or II
Three years of progressively responsible analytical experience above the trainee level performing a variety of duties to develop, deliver, and support information systems and services. Experience related to the duties and responsibilities performed and requisite knowledge and abilities must be in one or more of the following skills-based functional areas: client-server application development; legacy application development; web application development; customer technical support; database administration; data administration; server and systems support; information systems security administration; information technology business consultant; information technology project management; information technology technical document writer; network administration; website development and administration; and telecommunications.

Or III
Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

INFORMATION TECHNOLOGY SPECIALIST II (SKILLS-BASED)

Either I
One year of experience in the California state service performing duties comparable to an Information Technology Specialist I (Skills-Based).

Or II
Four years of progressively responsible journey-level analytical experience performing a variety of duties to develop, deliver, and support information systems and services. Experience includes independently taking a leading technical role within the area of technical specialty. Experience related to the duties and responsibilities performed, and requisite knowledge and abilities, must be in one or more of the following skills-based functional areas: client-server application development; legacy application development; web application development; customer technical support; database administration; data administration; server and systems support; information systems security administration; information technology business consultant; information technology project management; information technology technical document writer; network administration; website development and administration; and telecommunications.

Or III

Two years of progressively responsible full-journey analytical experience performing a variety of duties to develop, deliver, and support information systems and services. Experience related to the duties and responsibilities performed and requisite knowledge and abilities must be in one or more of the following skills-based functional areas: application software development (client-server, legacy and/or web development); customer technical support; database administration; data administration; server and systems support; information systems security administration; information technology business consultant; information technology project management; information technology technical document writer; network administration; website development and administration; and telecommunications.

And
Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

Or IV
Thirty semester units or 45 quarter units of graduate work in information technology-related coursework from a recognized college or university.

INFORMATION TECHNOLOGY SPECIALIST III (SKILLS-BASED)

Either I
One year of experience in the California state service performing duties comparable to an Information Technology Specialist II (Skills-based).

Or II
Five years of progressively responsible full-journey analytical experience performing a variety of duties to develop, deliver, and support information systems and services. Experience related to the duties and responsibilities performed and requisite knowledge and abilities must be in one or more of the following skills-based functional areas: client-server application development; legacy application development; web application development; customer technical support; database administration; data administration; server and systems support; information systems security administration; information technology business consultant; information technology project management; information technology technical document writer; network administration; website development and administration; and telecommunications.

At least two years of this experience must include leadership on complex information technology studies or systems, responsibility for resolution of complex information technology problems, or as an advanced technical specialist performing complex analytical studies. Leadership responsibilities must include having had responsibility to develop procedures and policies for analyzing, developing, and implementing the

organization's complex information technology design, development, and delivery strategies.

Or III

Three years of progressively responsible full-journey analytical experience performing a variety of duties to develop, deliver, and support information systems and services. Experience related to the duties and responsibilities performed and requisite knowledge and abilities must be in one or more of the following skills-based functional areas: client-server application development; legacy application development; web application development; customer technical support; database administration; data administration; server and systems support; information systems security administration; information technology business consultant; information technology project management; information technology technical document writer; network administration; website development and administration; and telecommunications.

At least one year of this experience must include leadership on complex information technology studies or systems, responsibility for resolution of complex information technology problems, or as an advanced technical specialist performing complex analytical studies. Leadership responsibilities must include having had responsibility to develop procedures and policies for analyzing, developing, and implementing the organization's complex information technology design, development, and delivery strategies.

And

Equivalent to graduation from a recognized college or university with a minimum of 24 semester or 36 quarter units in information technology-related coursework. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.)

Or IV

Two years of progressively responsible full-journey analytical experience performing a variety of duties to develop, deliver, and support information systems and services. Experience related to the duties and responsibilities performed and requisite knowledge and abilities must be in one or more of the following skills-based functional areas: client-server application development; legacy application development; web application development; customer technical support; database administration; data administration; server and systems support; information systems security administration; information technology business consultant; information technology project management; information technology technical document writer; network administration; website development and administration; and telecommunications.

At least one year of this experience must include leadership on complex information technology studies or systems, responsibility for resolution of complex information technology problems, or as an advanced technical specialist performing complex

analytical studies. Leadership responsibilities must include having had responsibility to develop procedures and policies for analyzing, developing, and implementing the organization's complex information technology design, development, and delivery strategies.

And

Thirty semester units or 45 quarter units of graduate work in information technology-related coursework from a recognized college or university.

Knowledge and Abilities	Assistant Information Technology Specialist	Information Technology Specialist I	Information Technology Specialist II	Information Technology Specialist III
CORE KNOWLEDGE:				
Generally accepted IT concepts, best practices, methods, and principles	X	X	X	X
Oral and written communication techniques	X	X	X	X
Basics of hardware-knowledge of specifications uses, and types of computer or computer related equipment	X	X	X	X
Basics of operating systems –knowledge of computer network, desktop, and mainframe operating systems and their applications	X	X	X	X
Systems Life Cycle-knowledge of systems management concepts used to plan, develop, implement, operate, and maintain information systems		X	X	X
IT performance management/measurement-knowledge of the methods, tools, and techniques (for example surveys, systems performance measures) to assess the effectiveness and practicality of information technology systems		X	X	X
Quality assurance –Knowledge of principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards		X	X	X
Technical documentation –Knowledge of procedures for developing technical and operational support documentation		X	X	X
Basics of information security-Knowledge of methods and procedures to protect information systems and data by ensuring their availability, authentication, confidentiality, and integrity		X	X	X
The mission and programs of customer organizations; this includes the programs, policies, procedures, rules, and regulations of the organization			X	X
Technology awareness-Knowledge of developments and new applications of information technology related to the functional area; emerging technologies, and their application to business processes, and applications and implementation of information systems to meet organizational requirements			X	X
Standards- knowledge of standards and analytical techniques to ensure business requirements for the IT functional area(s) are met and in accordance with industry standards			X	X
Commercial Off-the Shelf (COTS) products and components			X	X
Acquisition management -Knowledge of the principles and methods of acquisition analysis or business case analysis, including return on			X	X

investment analysis				
Cost-benefit analysis –Knowledge of the principles and methods of cost-benefit analysis including the present values concepts and quantifying tangible and intangible benefits			X	X
Project management-Knowledge of the principles, methods, and tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work and contractor performance principles and methods			X	X
IT Product evaluation-Knowledge of the methods for researching and analyzing new IT products to determine their potential for meeting organizational standards and business needs			X	X
Requirement analysis-Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design, or presenting alternative technologies or approaches			X	X
IT practices and methods (current and trends) for IT strategic planning				X
Configuration management-Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information system components				X
Organizational development –Knowledge of the principles of organizational development and change management theories, and their application				X
Advanced knowledge of project management principles and methods				X
Financial management				X
Leadership				X
Advanced knowledge of new and emerging IT and/or industry trends related to the IT functional area(s)				X
CORE ABILITIES:				
Communicate factual and procedural information clearly, orally and in writing	X	X	X	X
Gather and analyze basic facts and draw conclusions	X	X	X	X
Perform highly structured entry-level analytical information technology work designed to develop broader and more in-depth knowledge and skills needed to perform assignments in information technology functional area(s)	X	X	X	X
Reasoning-Ability to analyze information and make correct inference or draw accurate conclusions	X	X	X	X
Analytical thinking-Ability to acquire understanding of a problem or situation by breaking it down systematically into its	X	X	X	X

component parts and identifying the relationships between these parts				
Problem solving-Ability to acquire an understanding of the underlying issues in complex problems or situations by correctly relating these to simpler or better understood concepts, models, or previous experiences	X	X	X	X
Teamwork-Possess the willingness and ability to work cooperatively (rather than competitively) with others to achieve a common goal	X	X	X	X
Customer service focus-Ability to focus on meeting the needs of one's customers either internal or external	X	X	X	X
Prepare and present reports		X	X	X
Conduct analyses and recommend resolution of complex issues affecting the IT functional area(s)		X	X	X
Interpret IT policies, standards, and guidelines		X	X	X
Learns the missions and programs of customer organizations; this includes the programs, policies, procedures, rules, and regulations of the organization		X	X	X
Learn the organization's IT infrastructure		X	X	X
Assist to plan and carry out difficult and complex assignments related to the IT specialty area		X	X	X
Assist in the preparation and/or evaluation of proposals for the acquisition of IT products and services in the IT functional area(s)		X	X	X
Plan and carry out difficult and complex assignments related to the IT functional area(s), and develop new methods, approaches, and procedures			X	X
Provide advice and guidance on a wide range and variety of complex IT functional area(s) issues			X	X
Provide technical direction/leadership of program or project work			X	X
Evaluate complex proposals and make recommendations for the acquisition of IT services or products in the functional area(s) assigned			X	X
Advise other experts throughout the organization or in other organizations on a variety of situations and issues that involve applying or adapting new IT theories, concepts, principles, standards, methods, or practices related to the IT functional area(s)				X
Develop new theories, concepts, standards, and methodologies in the IT functional area(s)				X
Represent, and speak on behalf of the organization in interactions with other organizations, including control agencies				X
Provide direction and accountability-Ability to direct and establish accountability in others and enforce it through monitoring				X
Team facilitation-Ability to understand the dynamics that result in the high performance of				X

teams and the use of the ability to energize and direct teams				
Leadership/vision-Ability to define the future direction of the organization, and direct implementation of the changes effectively				X
Provide technical leadership on group projects-influence, motivate, and challenge others; adapt leadership styles to a variety of situations				X
Prepare, justify, and/or administer the budget for the program and/or project; plans, administer, and monitor expenditures to ensure cost-effective support of programs and/or project				X
Serve as master expert and consultant to executive management in the IT functional area(s) assigned				X
Evaluate established methods and procedures and prepare recommendations, including policy direction, for changes in methods and practices where appropriate				X